## SECTION VII PERSONNEL

## WRITTEN PERSONNEL POLICIES

All delegate agencies must establish and maintain written personnel policies which detail procedures for equal employment opportunities in compliance with Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, and Title I of the Americans with Disabilities Act (Program Guidelines 6.5, p.9).

Personnel policies should also include procedures for:

- Staff recruitment
- Staff selection
- Performance evaluation
- Promotion
- Termination
- Compensation
- Benefits
- Leave of absence
- Discipline

(Program Guidelines 6.5, p.9)

A formal grievance procedure must be available for all staff.

Program staff should be broadly representative of the population served and sensitive to the needs of the client population (Program Guidelines 6.5, p.9).

All agencies must have written job descriptions for key personnel. These descriptions should delineate duties, functions, and responsibilities, and specific education and experience needed for the position. Salary ranges for the position should also be included. Such information should be reviewed annually and updated as needed.

All agencies must provide medical care services under the supervision, direction, and responsibility of a qualified Medical Director. The agency must ensure that clinical services are provided by properly educated, credentialed staff as documented by appropriate licensure, registration, certification, and experience for meeting job qualifications. Licenses must be verified prior to employment and documentation must be kept that licenses are kept current (Program Guidelines 6.5, p.9-10).

Personnel policies should be available to all personnel.

There must be a written organizational chart for the agency, which defines lines of authority and responsibility; is revised as necessary; and is available to agency personnel.

All personnel files should be kept confidential (Program Guidelines 6.5, p.10).

There should be a system in place for replacing key staff members in the event of turnover, illness, or vacation.

\* Refer to Section I- Personnel in the Nursing Services Manual for job descriptions and other information.

## SECTION VII PERSONNEL

## STAFF ORIENTATION AND TRAINING

All agencies must have an established orientation and training program for all staff, including specific family planning training. It is recommended that all staff working for the program be oriented to the Title X program, including staff that provides medical interpretation and/or translation for the program. Agencies should consider adding this training to the orientation checklist, if one is used.

It is suggested that all personnel have the option to attend continuing education based on an assessment of training needs, quality assurance indicators, and changing regulations/requirements.

All training and continuing education should be documented and kept on file. It is recommended that orientation and other employment related continuing education should be documented in employees' personnel files.

(Program Guidelines 6.6, p.10)